Name: Altayeb Abdelkareem   **Email: altayeb1677@outlook.com**   **Mob: +966538913346**

Summary:
Dedicated and hard-working IT professionals, skilled at managing networking systems, maintaining security systems, updating hardware and software. Effective communicator with great technological expertise Offers well-developed time management abilities excellent analytical and problem-solving skills proven ability to create and deliver solutions tied to business growth and organization's development in a range of IT environments

Skills highlighted

- Ability to maintain computers, applications and other network devices
- Effective communicator
- Respond to and resolve help desk requests in a professional and timely manner
- Reporting.

Education

- MBA in (Marketing Management) Hindustan Sarva Vidyapeeth (India-2020)
- Bachelor of Computer Applications - Bangalore University BCA (India-2017)

Participation and Certification

- Participation certificate on" Early Financial Planning for Youth Adults "Dec2018 from FBB.
- Participation certificate in international conference on "Disruptions in industry 4.0 opportunity for global sustainability "from International Institute of Business Studies.
- Certificate of participation from WOSY International Conference 2019.
- Executive member of FISA-B "federation of international students Association in Bangalore" under ICCR, Indiana council and cultural Relations 2016 _2017.

Professional Experiences:

Role: IT Support Specialist
Itgan for IT Solutions-Port-Sudan Feb2022 to Jan2024

- Troubleshoot hardware issues diagnose and fix problems with computers, printers, monitors, and peripherals.
- Software installation and updates install, configure, and maintain applications and operating systems.
- User account management creates, reset, or delete user accounts and permissions in systems like Active Directory or Office 365.
- Email configuration and troubleshooting — set up Outlook or other email clients and resolve access or sync issues.
- Remote desktop support tools used like TeamViewer, or RDP to troubleshoot user issues remotely.

Role: Technical Support Officer
Solid system Global SSG India-Bangalore Feb2019 to Jan2021

- Provide technical support for both hardware and software issue our users encounter.
- Respond to technical issues in a professional and timely manner.
- Work closely with IT security to monitor the company's Firewall policy.
- Training and development of RR Thulasi Builders Pvt.Ltd.
- Follow up with users — ensure that reported issues are fully resolved and users are satisfied

Role: Technical Support
Autorox-Smart Auto System Ltd- India-Hyderabad Mar2017 to Dec2018
- Provide technical support for both hardware and software issue our users encounter
- Monitor the system daily and respond immediately to security or usability concerns
- Install and test computer-related equipment
- VLAN Deployment Installed and configured network devices, including routers, modems, hubs, switches, wireless APs, and WLAN controllers.
- Respond to and resolve help desk requests

Skills and interests:

- Network: A+, N+, CCNA, CCNP, CCNA Sec, and CCNP Sec.
- Development: C, C++, Java and VB
- Platforms: Cisco Technology and MS.
- MS Office: Excellent using MS excel, outlook, word, PowerPoint, MS Visio